

STANDARDS OF CARE

Utah Ryan White Title II Program



**Utah Department of Health
Bureau of Communicable Disease Control
HIV/AIDS Treatment and Care Program**

July 2004

For more information or technical assistance in developing or meeting any of these guidelines, please contact:

**Utah Department of Health
Bureau of Communicable Disease Control
HIV Treatment and Care Program
(801) 538-6096**

**These standards can also be found online at:
<http://www.health.state.ut.us/els/hivaids>**

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Operational Definitions

The definitions of commonly used terms are listed below:

Standard of Care:

A benchmark that is accepted by recognized authorities and widely used.

Outcome:

A result for clients that may occur during or after program participation.

Intended Outcome:

A desired result for clients that may occur during or after program participation.

Unintended Outcome:

An unanticipated result for clients that may occur during or after program participation.

Indicator:

Observable and measurable data that track a program's progress and success in achieving results.

Documentation:

The source of the data used to assess indicators.

Outcomes Evaluation:

An evaluation of the results or outcomes of the program. It is an evaluation of the degree to which the program is making a difference.

Quality Improvement:

A continuous, systematic process that identifies problems in care delivery, examines solutions to those problems, and regularly monitors the solutions for improvement to ensure the minimum standard of care is met.

AMBULATORY/OUTPATIENT MEDICAL CARE

Ryan White Definition:

The professional, diagnostic and therapeutic services rendered by a physician, physician's assistant, clinical nurse specialist, or nurse practitioner in an outpatient setting. This includes diagnostic testing, early intervention and risk assessment, preventive care and screening, practitioner examination, medical history taking, diagnosis and treatment of common physical and mental conditions, prescribing and managing medication therapy, education and counseling on health and nutritional issues, well-baby care, continuing care and management of chronic conditions, and referral to and provision of specialty care. *Primary Medical Care for the Treatment of HIV Infection* includes the provision that care is consistent with the Public Health Service guidelines. Such care must include access to antiretroviral and other drug therapies, including prophylaxis and treatment of opportunistic infections and combination antiretroviral therapies.

OUTCOME 1: All providers comply with professional standards of practice.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients receive medical services from appropriately credentialed providers.	<ul style="list-style-type: none">• Providers have a current license/certification for providing medical services in Utah.• Providers employ appropriately credentialed staff.	Provider: <input type="checkbox"/> License or Certificate <input type="checkbox"/> Personnel files

OUTCOME 2: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none">• Ryan White data sheet• HIV status verification• Income verification	Utah Dept. of Health: <input type="checkbox"/> Client record

OUTCOME 3: Client confidentiality is maintained.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none"> A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file. Services are provided in accordance with the confidentiality statutes. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> Personnel files <input type="checkbox"/> Policy & procedure manual

OUTCOME 4: Clients have the opportunity to make comments about the services they receive.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with ambulatory/outpatient medical care.	<ul style="list-style-type: none"> Client satisfaction survey (completed every other year) 	Utah Dept. of Health: <ul style="list-style-type: none"> <input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none"> Written grievance policy 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> Grievance policy

OUTCOME 5: Patients receive and adhere to treatment plans.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
CD4 and viral load testing are performed as clinically indicated.	<ul style="list-style-type: none"> CD4 and viral load testing offered every 3 months. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> Patient record

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
Antiretroviral therapy is offered to patients for whom it is clinically indicated.	<ul style="list-style-type: none"> Antiretroviral therapy is offered when: <ul style="list-style-type: none"> CD4 <350 and/or PRC viral load >55,000 or If the patient is symptomatic 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> Patient record

Standard 3

STANDARD	INDICATOR	DOCUMENTATION
Patients are assessed for opportunistic infections and appropriate prophylaxis.	<ul style="list-style-type: none"> Prophylaxis is offered for: <ul style="list-style-type: none"> CD4 <200 (PCP) or CD4 <75 (MAC) 	Provider: <input type="checkbox"/> Patient record

Standard 4

STANDARD	INDICATOR	DOCUMENTATION
Treatment is offered for opportunistic infections when clinically indicated.	<ul style="list-style-type: none"> Treatment offered when opportunistic infections are present. 	Provider: <input type="checkbox"/> Patient record

Standard 5

STANDARD	INDICATOR	DOCUMENTATION
Health maintenance/preventative care is provided.	<ul style="list-style-type: none"> Pap smears are recommended annually to all women. Pregnant women are referred to OB/Gyn. Patients with CD4 <100 are referred to an ophthalmologist. Dental referrals are made annually. TD, PPV, flu, HepB are offered at appropriate intervals. TB screening is performed when CD4 >200 and no TB. 	Provider: <input type="checkbox"/> Patient record

OUTCOME 6: Patients continue in primary care.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
New patients receive a "New Patient Information Packet".	<ul style="list-style-type: none"> Documentation of delivery and discussion of the packet is present in the record. 	Provider: <input type="checkbox"/> Patient record

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
New patients have timely access to medical care and case management services.	<ul style="list-style-type: none"> Patients receive an initial appointment within 2-4 weeks of calling. Patients are established with a medical case manager within 1 month of the initial visit. 	Provider: <input type="checkbox"/> Patient record <input type="checkbox"/> IDX system

Standard 3

STANDARD	INDICATOR	DOCUMENTATION
Quarterly medical monitoring is recommended.	<ul style="list-style-type: none"> Recommended follow-up appointments are documented at each visit. Missed appointments are followed up. 	Provider: <input type="checkbox"/> Patient record <input type="checkbox"/> IDX system

Standard 4

STANDARD	INDICATOR	DOCUMENTATION
Case management services are provided to rural areas.	<ul style="list-style-type: none"> At least 50 rural Utah patients will receive case management services. 	Provider: <input type="checkbox"/> Infectious Disease Division records

Standard 5

STANDARD	INDICATOR	DOCUMENTATION
New patients are evaluated for RWIII (Ryan White Title III) and PCA (Primary Care Alliance).	<ul style="list-style-type: none"> All new patients are evaluated. 	Provider: <input type="checkbox"/> Infectious Disease Division records

OUTCOME 7: Support services are appropriately utilized to provide access to and retention in care.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Patient counseling is provided for treatment adherence.	<ul style="list-style-type: none"> Discussion of treatment adherence is documented at each visit. 	Provider: <input type="checkbox"/> Patient record

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
Clinical trials are available to those in care.	<ul style="list-style-type: none"> Clinical trials are recommended when available and appropriate. 	Provider: <input type="checkbox"/> Patient record

OUTCOME 8: Medical records accurately reflect the care delivered.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Records will include elements outlined by national accrediting bodies as meeting minimum standards of documentation.	<ul style="list-style-type: none"> Patient ID is on each page. Entries are dated and signed. Entries are legible to those other than writer. Clinical information sufficient to ensure continuity of care: <ul style="list-style-type: none"> Diagnosis/problem list Medications Treatment plan Follow up plan Allergies Test results 	Provider: <input type="checkbox"/> Patient record

DRUG REIMBURSEMENT PROGRAM

Ryan White Definition:

Ongoing service/program to pay for approved pharmaceuticals and/or medications for persons with no other payment source.

- **State-Administered AIDS Drug Assistance Program (ADAP):** A State administered program authorized under Title II that provides FDA-approved medications to low-income individuals with HIV disease who have limited or no coverage from private insurance or Medicaid.

Medications include prescription drugs provided through ADAP to prolong life or prevent the deterioration of health. The definition *does not include* medications that are dispensed or administered during the course of a regular medical visit or that are considered part of the services provided during that visit. If medications are paid for and dispensed as part of an *Emergency Financial Assistance Program*, they should be reported as such.

OUTCOME 1: All providers comply with professional standards of practice.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients receive pharmacy services from appropriately credentialed providers.	<ul style="list-style-type: none">• Providers have a current license/certification for providing pharmacy services in Utah.• Providers employ appropriately credentialed staff.	Provider: <input type="checkbox"/> License or Certificate <input type="checkbox"/> Personnel files

OUTCOME 2: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none">• Ryan White data sheet• HIV status verification• Income verification	Utah Dept. of Health: <input type="checkbox"/> Client record

OUTCOME 3: Client confidentiality is maintained.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none"> A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file. Services are provided in accordance with the confidentiality statutes. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> Personnel files <input type="checkbox"/> Policy & procedure manual

OUTCOME 4: Clients have the opportunity to make comments about the services they receive.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with the drug reimbursement program.	<ul style="list-style-type: none"> Client satisfaction survey (completed every other year) 	Utah Dept. of Health: <ul style="list-style-type: none"> <input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none"> Written grievance policy 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> Policy & procedure manual

OUTCOME 5: Client receive medication according to current guidelines.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients are counseled on medication adherence	<ul style="list-style-type: none"> Client record has documentation of counseling for medication adherence. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> Client record

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
ADAP program supports therapeutic regimens.	<ul style="list-style-type: none"> Therapeutic regimens follow current clinical guidelines. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> Client record

HEALTH INSURANCE

Ryan White Definition:

A program of financial assistance for eligible individuals with HIV disease to maintain a continuity of health insurance or to receive medical benefits under a health-insurance program, including risk pools.

OUTCOME 1: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none"> • Ryan White data sheet • HIV status verification • Income verification 	Utah Dept. of Health: <input type="checkbox"/> Client record

OUTCOME 2: Client confidentiality is maintained.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none"> • A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file. • Services are provided in accordance with the confidentiality statutes. 	Provider: <input type="checkbox"/> Personnel files <input type="checkbox"/> Policy & procedure manual

OUTCOME 3: Clients have the opportunity to make comments about the services they receive.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with health insurance.	<ul style="list-style-type: none"> • Client satisfaction survey (completed every other year) 	Utah Dept. of Health: <input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none"> • Written grievance policy 	Provider: <input type="checkbox"/> Policy & procedure manual

HOME HEALTH CARE

Ryan White Definition:

Therapeutic, nursing, supportive and/or compensatory health services provided by a licensed/certified home-health agency in a home/residential setting in accordance with a written, individualized plan of care established by a case-management team that includes appropriate health-care professionals.

Component services include:

- durable medical equipment
- homemaker or home-health aide services and personal care services
- day treatment or other partial hospitalization services
- intravenous and aerosolized drug therapy, including related prescription drugs
- routine diagnostic testing administered in the home of the individual
- appropriate mental health, developmental, and rehabilitation services

Home- and community-based care does not include inpatient hospital services or nursing home and other long-term care facilities.

OUTCOME 1: All providers comply with professional standards of practice.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients receive home health care services from appropriately credentialed providers.	<ul style="list-style-type: none">• Providers have a current license/certification for providing home health care services in Utah.• Providers employ appropriately credentialed staff.	Provider: <input type="checkbox"/> License or Certificate <input type="checkbox"/> Personnel files

OUTCOME 2: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none">• Ryan White data sheet• HIV status verification• Income verification	Utah Dept. of Health: <input type="checkbox"/> Client record

OUTCOME 3: Client confidentiality is maintained.**Standard 1**

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none">• A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file.• Services are provided in accordance with the confidentiality statutes.	Provider: <ul style="list-style-type: none"><input type="checkbox"/> Personnel files<input type="checkbox"/> Policy & procedure manual

OUTCOME 4: Clients have the opportunity to make comments about the services they receive.**Standard 1**

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with home health care.	<ul style="list-style-type: none">• Client satisfaction survey (completed every other year)	Utah Dept. of Health: <ul style="list-style-type: none"><input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none">• Written grievance policy	Provider: <ul style="list-style-type: none"><input type="checkbox"/> Policy & procedure manual

ORAL HEALTH

Ryan White Definition:

Includes diagnostic, prophylactic and therapeutic services provided by general dental practitioners, dental specialists, dental hygienists and auxiliaries, and other trained primary care providers.

OUTCOME 1: All providers comply with professional standards of practice.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients receive oral health services from appropriately credentialed providers.	<ul style="list-style-type: none"> Providers have a current license/certification for providing oral health services in Utah. Providers employ appropriately credentialed staff. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> License or Certificate <input type="checkbox"/> Personnel files

OUTCOME 2: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none"> Ryan White data sheet HIV status verification Income verification 	Utah Dept. of Health: <ul style="list-style-type: none"> <input type="checkbox"/> Client record

OUTCOME 3: Client confidentiality is maintained.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none"> A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file. Services are provided in accordance with the confidentiality statutes. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> Personnel files <input type="checkbox"/> Policy & procedure manual

OUTCOME 4: Clients have the opportunity to make comments about the services they receive.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with oral health services.	<ul style="list-style-type: none"> Client satisfaction survey (completed every other year) 	Utah Dept. of Health: <input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none"> Written grievance policy 	Provider: <input type="checkbox"/> Policy & procedure manual

OUTCOME 5: Patients have an individualized care plan that complies with the best practices for treatment of patients with HIV.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Patient completes a medical/dental history form on initial visit.	<ul style="list-style-type: none"> Client records show medical/dental history. 	Provider: <input type="checkbox"/> Client record <input type="checkbox"/> Intake form

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
Client treatment plan is documented.	<ul style="list-style-type: none"> Treatment plan is documented. 	Provider: <input type="checkbox"/> Client record

Standard 3

STANDARD	INDICATOR	DOCUMENTATION
Client treatment plan is reviewed and updated as needed.	<ul style="list-style-type: none"> Client records is reviewed and updated as needed. 	Provider: <input type="checkbox"/> Client record

Standard 4

STANDARD	INDICATOR	DOCUMENTATION
Clients are referred to specialty care as needed.	<ul style="list-style-type: none"> Client referrals are documented in the record, as needed. 	Provider: <input type="checkbox"/> Client records

MENTAL HEALTH SERVICES

Ryan White Definition:

Psychological and psychiatric treatment and counseling services to an individual with a diagnosed mental illness, conducted in a group or individual setting, and provided by a mental-health professional licensed or authorized within the State to render such service. This typically includes psychiatrists, psychologists, and licensed clinical social workers on in an outpatient setting.

OUTCOME 1: All providers comply with professional standards of practice.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients receive mental health services from appropriately credentialed providers.	<ul style="list-style-type: none"> Providers have a current license/certification for providing mental health services in Utah. Providers employ appropriately credentialed staff. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> License or Certificate <input type="checkbox"/> Personnel files

OUTCOME 2: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none"> Ryan White data sheet HIV status verification Income verification 	Utah Dept. of Health: <ul style="list-style-type: none"> <input type="checkbox"/> Client record

OUTCOME 3: Client confidentiality is maintained.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none"> A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file. Services are provided in accordance with the confidentiality statutes. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> Personnel files <input type="checkbox"/> Policy & procedure manual

OUTCOME 4: Clients have the opportunity to make comments about the services they receive.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with mental health services.	<ul style="list-style-type: none"> Client satisfaction survey (completed every other year) 	Utah Dept. of Health: <input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none"> Written grievance policy 	Provider: <input type="checkbox"/> Policy & procedure manual

OUTCOME 5: Patients have an individualized care plan that complies with best practices.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client treatment plan is documented.	<ul style="list-style-type: none"> Treatment plan is documented. 	Provider: <input type="checkbox"/> Client record

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
Client treatment plan is reviewed and updated as needed.	<ul style="list-style-type: none"> Client records is reviewed and updated as needed. 	Provider: <input type="checkbox"/> Client record

Standard 3

STANDARD	INDICATOR	DOCUMENTATION
Clients are referred to specialty care as needed.	<ul style="list-style-type: none"> Client referrals are documented in the record, as needed. 	Provider: <input type="checkbox"/> Client records

NUTRITIONAL COUNSELING

Ryan White Definition:

Services provided by a licensed registered dietitian outside of a primary care visit. Nutritional Counseling provided by other than a licensed/registered dietitian should be provided under *Psychosocial Support Services*. Provision of food, meals, or nutritional supplements should be reported as a part of the sub-category, *Food and/Home-Delivered Meals/Nutritional Supplements*, under Support Services.

OUTCOME 1: All providers comply with professional standards of practice.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients receive nutritional counseling from appropriately credentialed providers.	<ul style="list-style-type: none">• Providers have a current license/certification for providing nutritional counseling in Utah.• Providers employ appropriately credentialed staff.	Provider: <input type="checkbox"/> License or Certificate <input type="checkbox"/> Personnel files

OUTCOME 2: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none">• Ryan White data sheet• HIV status verification• Income verification	Utah Dept. of Health: <input type="checkbox"/> Client record

OUTCOME 3: Client confidentiality is maintained.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none">• A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file.• Services are provided in accordance with the confidentiality statutes.	Provider: <input type="checkbox"/> Personnel files <input type="checkbox"/> Policy & procedure manual

OUTCOME 4: Clients have the opportunity to make comments about the services they receive.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with nutritional counseling.	<ul style="list-style-type: none"> Client satisfaction survey (completed every other year) 	Utah Dept. of Health: <input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none"> Written grievance policy 	Provider: <input type="checkbox"/> Policy & procedure manual

OUTCOME 5: Patients have an individualized care plan that complies with best practices.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client treatment plan is documented.	<ul style="list-style-type: none"> Treatment plan is documented. 	Provider: <input type="checkbox"/> Client record

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
Client treatment plan is reviewed and updated as needed.	<ul style="list-style-type: none"> Client records is reviewed and updated as needed. 	Provider: <input type="checkbox"/> Client record

Standard 3

STANDARD	INDICATOR	DOCUMENTATION
Clients are referred to specialty care as needed.	<ul style="list-style-type: none"> Client referrals are documented in the record, as needed. 	Provider: <input type="checkbox"/> Client records

SUBSTANCE ABUSE SERVICES

Ryan White Definition:

- **Outpatient Services:** The provision of medical treatment and/or counseling to address substance-abuse issues (including alcohol, legal and illegal drugs), provided in an outpatient setting rendered by a physician or under the supervision of a physician.
- **Residential Services:** The provision of treatment to address substance-abuse issues (including alcohol, legal and illegal drugs), problems provided in an inpatient health services setting rendered (short term).

OUTCOME 1: All providers comply with professional standards of practice.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients receive substance abuse services from appropriately credentialed providers.	<ul style="list-style-type: none"> • Providers have a current license/certification for providing substance abuse services in Utah. • Providers employ appropriately credentialed staff. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> License or Certificate <input type="checkbox"/> Personnel files

OUTCOME 2: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none"> • Ryan White data sheet • HIV status verification • Income verification 	Utah Dept. of Health: <ul style="list-style-type: none"> <input type="checkbox"/> Client record

OUTCOME 3: Client confidentiality is maintained.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none"> • A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file. • Services are provided in accordance with the confidentiality statutes. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> Personnel files <input type="checkbox"/> Policy & procedure manual

OUTCOME 4: Clients have the opportunity to make comments about the services they receive.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with substance abuse services.	<ul style="list-style-type: none"> Client satisfaction survey (completed every other year) 	Utah Dept. of Health: <input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none"> Written grievance policy 	Provider: <input type="checkbox"/> Policy & procedure manual

OUTCOME 5: Patients have an individualized care plan that complies with best practices.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client treatment plan is documented.	<ul style="list-style-type: none"> Treatment plan is documented. 	Provider: <input type="checkbox"/> Client record

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
Client treatment plan is reviewed and updated as needed.	<ul style="list-style-type: none"> Client records is reviewed and updated as needed. 	Provider: <input type="checkbox"/> Client record

Standard 3

STANDARD	INDICATOR	DOCUMENTATION
Clients are referred to specialty care as needed.	<ul style="list-style-type: none"> Client referrals are documented in the record, as needed. 	Provider: <input type="checkbox"/> Client records

CASE MANAGEMENT

Ryan White Definition:

A range of client-centered services that link clients with health care, psychosocial and other services. Ensures timely, and coordinated access to medically appropriate levels of health and support services and continuity of care through ongoing assessment of the client's and other family members' needs and personal support systems. Also includes inpatient case-management services that prevent unnecessary hospitalization or that expedite discharge, as medically appropriate, from inpatient facilities. Key activities include:

- (1) Initial assessment of the service needs,
- (2) Development of comprehensive, individualized service plan,
- (3) Coordination of the services required to implement the plan and client monitoring to assess the efficacy of the plan, and
- (4) Periodic re-evaluation and adaptation of the plan as necessary over the life of the client.

May include client-specific advocacy and/or review of utilization of services.

OUTCOME 1: All providers comply with professional standards of practice.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients receive case management services from appropriately credentialed providers.	<ul style="list-style-type: none">• Providers have a current license/certification for providing case management services in Utah.• Providers employ appropriately credentialed staff.	Provider: <input type="checkbox"/> License or Certificate <input type="checkbox"/> Personnel files

OUTCOME 2: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none">• Ryan White data sheet• HIV status verification• Income verification	Utah Dept. of Health: <input type="checkbox"/> Client record

OUTCOME 3: Client confidentiality is maintained.**Standard 1**

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none">• A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file.• Services are provided in accordance with the confidentiality statutes.	Provider: <ul style="list-style-type: none"><input type="checkbox"/> Personnel files<input type="checkbox"/> Policy & procedure manual

OUTCOME 4: Clients have the opportunity to make comments about the services they receive.**Standard 1**

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with case management.	<ul style="list-style-type: none">• Client satisfaction survey (completed every other year)	Utah Dept. of Health: <ul style="list-style-type: none"><input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none">• Written grievance policy	Provider: <ul style="list-style-type: none"><input type="checkbox"/> Policy & procedure manual

OUTCOME 5: Patients have an individualized care plan that complies with best practices.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Intake/assessment is conducted by a case manager	<ul style="list-style-type: none"> The intake/assessment was completed within 5 working days of the referral, or there is documentation as to why this did not occur. The intake/assessment was conducted in a face-to-face meeting, or there is documentation as to why this did not occur. The intake/assessment addresses the following: <ul style="list-style-type: none"> Financial status Employment history and status Medical history and status Social environment Mental health Substance use/abuse Housing information 	Provider: <input type="checkbox"/> Client record

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
Active case managed clients are reassessed periodically	<ul style="list-style-type: none"> A face-to-face meeting with the client occurs at a minimum of every 6 months and assessment data is updated as needed. A face-to-face meeting with the client occurs whenever there are changes in the client's life 	Provider: <input type="checkbox"/> Client record

Standard 3

STANDARD	INDICATOR	DOCUMENTATION
A case management plan is developed in an interactive process with each client.	<ul style="list-style-type: none"> The initial plan is developed within 7 days following intake/assessment. The plan is consistent with the identified needs of the client. The plan is signed and dated by the client, or their representative, as evidence of participation in development of and agreement with the plan, or there is documentation as to why this did not occur. The plan is updated at least every 6 months, or more often as needed. 	Provider: <input type="checkbox"/> Client record

Standard 4

STANDARD	INDICATOR	DOCUMENTATION
Each client receiving case management services has his/her needs and status monitored on a regular basis.	<ul style="list-style-type: none">• Contacts with the client, client's support system, and providers are documented in the client record.• Progress made is documented in the client record.• Changes in client status/needs are documented in the client record.• Ongoing documentation is signed and appropriately dated by the case manager (note: electronic entry meets this criteria).• There is documentation of indirect or direct monthly client contact for the purpose of monitoring progress and effectiveness of the plan.• Attempts to contact the client are documented in the client record• If the client would like to be contacted at different intervals the interval is documented in the record and adhered to.	Provider: <input type="checkbox"/> Client record

Standard 5

STANDARD	INDICATOR	DOCUMENTATION
Clients are discharged or inactivated from case management services through a systematic process.	<ul style="list-style-type: none">• The date and reasons for discharge/inactivation are documented in the client record.	Provider: <input type="checkbox"/> Client record

EMERGENCY FINANCIAL ASSISTANCE

Ryan White Definition:

The provision of short-term payments for essential utilities and for medication assistance when other resources are not available. These short-term payments must be carefully monitored to assure limited amounts, limited use, and for limited periods of time. Expenditures must be reported under the relevant service category.

OUTCOME 1: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none"> • Ryan White data sheet • HIV status verification • Income verification 	Utah Dept. of Health: <input type="checkbox"/> Client record

OUTCOME 2: Client confidentiality is maintained.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none"> • A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file. • Services are provided in accordance with the confidentiality statutes. 	Provider: <input type="checkbox"/> Personnel files <input type="checkbox"/> Policy & procedure manual

OUTCOME 3: Clients have the opportunity to make comments about the services they receive.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with home health care.	<ul style="list-style-type: none"> • Client satisfaction survey (completed every other year) 	Utah Dept. of Health: <input type="checkbox"/> Client satisfaction survey results

FOOD SERVICES

Food bank, nutritional supplements, and food certificates

Ryan White Definition:

The provision of actual food, meals, or nutritional supplements.

OUTCOME 1: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none">• Ryan White data sheet• HIV status verification• Income verification	Utah Dept. of Health: <input type="checkbox"/> Client record

OUTCOME 2: Client confidentiality is maintained.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none">• A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file.• Services are provided in accordance with the confidentiality statutes.	Provider: <input type="checkbox"/> Personnel files <input type="checkbox"/> Policy & procedure manual

OUTCOME 3: Clients have the opportunity to make comments about the services they receive.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with food services.	<ul style="list-style-type: none">• Client satisfaction survey (completed every other year)	Utah Dept. of Health: <input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none">• Written grievance policy	Provider: <input type="checkbox"/> Policy & procedure manual

HOUSING SERVICES

Ryan White Definition:

- **Short-Term Housing:** The provision of short-term assistance (short-term motel stays) to support temporary and/or transitional housing to enable an individual or family to gain and/or maintain medical care.
- **Related Housing Services:** Includes housing in medical treatment programs for chronically ill clients (e.g. assisted living facilities), specialized short-term housing, transitional housing, and non-specialized housing for HIV-affected clients. Category includes access to short-term emergency housing for homeless people. This also includes assessment, search, placement and the fees associated with them. Services must be linked to medical and/or health-care services or be certified as essential to a client's ability to gain or maintain access to HIV-related medical care or treatment.

OUTCOME 1: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none"> • Ryan White data sheet • HIV status verification • Income verification 	Utah Dept. of Health: <input type="checkbox"/> Client record

OUTCOME 2: Client confidentiality is maintained.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none"> • A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file. • Services are provided in accordance with the confidentiality statutes. 	Provider: <input type="checkbox"/> Personnel files <input type="checkbox"/> Policy & procedure manual

OUTCOME 3: Clients have the opportunity to make comments about the services they receive.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with housing services.	<ul style="list-style-type: none"> Client satisfaction survey (completed every other year) 	Utah Dept. of Health: <input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none"> Written grievance policy 	Provider: <input type="checkbox"/> Policy & procedure manual

LEGAL SERVICES

Ryan White Definition:

The provision of services to individuals with respect to Powers of Attorney, Do Not Resuscitate Orders, wills, trusts, bankruptcy proceedings, and interventions necessary to ensure access to eligible benefits, including discrimination or breach of confidentiality litigation as it relates to services eligible for funding under the CARE Act. It does not include any legal services for guardianship or adoption of children after the death of their normal caregiver. Legal Services also includes:

- **Permanency Planning:** The provision of services to help clients or families make decisions about placement and care of minor children after the parents/caregivers are deceased or are no longer able to care for them.
- **Child Welfare Services:** Assistance in placing children younger than 21 in temporary (foster care) or permanent (adoption) homes because their parents have died or are unable to care for them due to HIV-related illness.

OUTCOME 1: All providers comply with professional standards of practice.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients receive legal services from appropriately credentialed providers.	<ul style="list-style-type: none"> • Providers have a current license/certification for providing legal services in Utah. • Providers employ appropriately credentialed/trained staff. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> License or Certificate <input type="checkbox"/> Personnel files

OUTCOME 2: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none"> • Ryan White data sheet • HIV status verification • Income verification 	Utah Dept. of Health: <ul style="list-style-type: none"> <input type="checkbox"/> Client record

OUTCOME 3: Client confidentiality is maintained.**Standard 1**

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none">• A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file.• Services are provided in accordance with the confidentiality statutes.	Provider: <ul style="list-style-type: none"><input type="checkbox"/> Personnel files<input type="checkbox"/> Policy & procedure manual

OUTCOME 4: Clients have the opportunity to make comments about the services they receive.**Standard 1**

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with legal services.	<ul style="list-style-type: none">• Client satisfaction survey (completed every other year)	Utah Dept. of Health: <ul style="list-style-type: none"><input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none">• Written grievance policy	Provider: <ul style="list-style-type: none"><input type="checkbox"/> Policy & procedure manual

TRANSPORTATION

Bus token, gas card, and cab vouchers

Ryan White Definition:

Includes conveyance services provided, directly or through a voucher, to a client so that he or she may access health care or support services. May be provided routinely or on an emergency basis.

OUTCOME 1: All providers comply with professional standards of practice.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients receive transportation services from appropriately credentialed providers.	<ul style="list-style-type: none">• Providers have a current license/certification for providing transportation services in Utah.• Providers employ appropriately credentialed staff.	Provider: <input type="checkbox"/> License or Certificate <input type="checkbox"/> Personnel files

OUTCOME 2: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none">• Ryan White data sheet• HIV status verification• Income verification	Utah Dept. of Health: <input type="checkbox"/> Client record

OUTCOME 3: Clients have the opportunity to make comments about the services they receive.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with transportation.	<ul style="list-style-type: none">• Client satisfaction survey (completed every other year)	Utah Dept. of Health: <input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none">• Written grievance policy	Provider: <input type="checkbox"/> Policy & procedure manual

VISION CARE

Ryan White Definition:

Services includes eye examination and glasses as per agreement with the providing agency.

OUTCOME 1: All providers comply with professional standards of practice.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients receive vision services from appropriately credentialed providers.	<ul style="list-style-type: none"> Providers have a current license/certification for providing vision services in Utah. Providers employ appropriately credentialed staff. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> License or Certificate <input type="checkbox"/> Personnel files

OUTCOME 2: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none"> Ryan White data sheet HIV status verification Income verification 	Utah Dept. of Health: <ul style="list-style-type: none"> <input type="checkbox"/> Client record

OUTCOME 3: Client confidentiality is maintained.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none"> A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file. Services are provided in accordance with the confidentiality statutes. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> Personnel files <input type="checkbox"/> Policy & procedure manual

OUTCOME 4: Clients have the opportunity to make comments about the services they receive.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with vision care.	<ul style="list-style-type: none"> Client satisfaction survey (completed every other year) 	Utah Dept. of Health: <input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none"> Written grievance policy 	Provider: <input type="checkbox"/> Policy & procedure manual

OUTCOME 5: Patients have an individualized care plan that complies with the best practices.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Patient completes a medical/vision history form on initial visit.	<ul style="list-style-type: none"> Client records show medical/vision history. 	Provider: <input type="checkbox"/> Client record <input type="checkbox"/> Intake form

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
Client treatment plan is documented.	<ul style="list-style-type: none"> Treatment plan is documented. 	Provider: <input type="checkbox"/> Client record

Standard 3

STANDARD	INDICATOR	DOCUMENTATION
Client treatment plan is reviewed and updated as needed.	<ul style="list-style-type: none"> Client records is reviewed and updated as needed. 	Provider: <input type="checkbox"/> Client record

Standard 4

STANDARD	INDICATOR	DOCUMENTATION
Clients are referred to specialty care as needed.	<ul style="list-style-type: none"> Client referrals are documented in the record, as needed. 	Provider: <input type="checkbox"/> Client records

OUTREACH SERVICES

Ryan White Definition:

Programs which have as their primary purpose identifying people with HIV disease so that they may become aware of and may be enrolled in care and treatment services, not HIV counseling and testing nor HIV prevention education. Outreach programs must be:

- Planned and delivered in coordination with local HIV prevention outreach programs to avoid duplication of effort;
- Targeted to populations known through local epidemiological data to be at disproportionate risk for HIV infection;
- Conducted at times and in places where there is a high probability that HIV-infected individuals will be reached and
- Designed with quantified program reporting that will accommodate local effectiveness evaluation.

OUTCOME 1: All providers comply with professional standards of practice.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Clients receive outreach services from appropriately credentialed providers.	<ul style="list-style-type: none"> • Providers have a current license/certification for providing outreach services in Utah. • Providers employ appropriately credentialed staff. 	Provider: <ul style="list-style-type: none"> <input type="checkbox"/> License or Certificate <input type="checkbox"/> Personnel files

OUTCOME 2: Only eligible clients receive services.

Standard 1

STANDARD	INDICATOR	DOCUMENTATION
Client eligibility is documented.	<ul style="list-style-type: none"> • Ryan White data sheet • HIV status verification • Income verification 	Utah Dept. of Health: <ul style="list-style-type: none"> <input type="checkbox"/> Client record

OUTCOME 3: Client confidentiality is maintained.**Standard 1**

STANDARD	INDICATOR	DOCUMENTATION
Providers comply with state and federal (HIPAA) confidentiality statutes.	<ul style="list-style-type: none">• A written policy statement regarding client confidentiality is signed by each employee and included in the personnel file.• Services are provided in accordance with the confidentiality statutes.	Provider: <ul style="list-style-type: none"><input type="checkbox"/> Personnel files<input type="checkbox"/> Policy & procedure manual

OUTCOME 4: Clients have the opportunity to make comments about the services they receive.**Standard 1**

STANDARD	INDICATOR	DOCUMENTATION
Clients are given the opportunity to indicate their level of satisfaction with outreach services.	<ul style="list-style-type: none">• Client satisfaction survey (completed every other year)	Utah Dept. of Health: <ul style="list-style-type: none"><input type="checkbox"/> Client satisfaction survey results

Standard 2

STANDARD	INDICATOR	DOCUMENTATION
The provider has a written grievance policy.	<ul style="list-style-type: none">• Written grievance policy	Provider: <ul style="list-style-type: none"><input type="checkbox"/> Policy & procedure manual